



PC-EFTPOS Reference Guide



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Revision Record

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2.08	Dec 08	Richard Bolt	Richard Bolt	Additional comments by CBA

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PC-EFTPOS Contact Details

PC-EFTPOS office hours are Monday to Friday, 8:30am to 5:30pm EST.

- PC-EFTPOS Reception: Phone (02) 9998 9800
- PC-EFTPOS Website: <http://www.pceftpos.com/>
- Software Release Website: <http://www.pceftpos.com.au/files/releasecd/>
- Support Website: <http://support.pceftpos.com/>
- General Enquiries Email: support@pceftpos.com.au

CBA Contact Details

- CBA help Desk Number: **1800 022 966** (*password for updating TMS is “Integrated”*)
 - 24 hour 7 days
 - To report all terminal faults or failures
- Merchant Enquiries: **1800 230 177**
 - Mon 9am to 5pm
 - General Merchant enquiries, EFTPOS transaction errors, reconciliation errors
- Authorisations **1800 813 700**
 - All over the floor limit manual debit card transactions
 - Call **132 636** for all over floor limit credit card transactions
- Charge Cards
 - Amex **1300 363 614**
 - Diners **1800 331 112**
 - JCB **1800 200 250**

1. Terminal Functionality Supported by CBA

1.1 Using PC-EFTPOS with a POS

When PC-EFTPOS is configured to be used with a POS, all the EFTPOS functionality is initiated through the POS. Consult your POS vendor on the operation of EFTPOS through your POS.

The Ingenico 5110 pinpad can also be configured into Standalone Mode so the pinpad then acts as a fully functional standalone pinpad. The i3070 is an integrated pinpad only.

1.2 CBA i5100 / i3070 Specific Details

- CBA Help Desk Number: **1800 022 966 (password “Integrated”)**
- The terminal requires both a Terminal ID and Merchant ID to be entered.
The Terminal ID (CAT ID) is 8 digits long and the Merchant ID (CAIC ID) is 15 digits long.
- CBA refers to the Merchant ID as the CAICID and the Terminal ID as the CATID
- Dial-up system uses TPDU headers. NII is not required.
- The terminal is required to perform a TMS logon before logging onto the CBA Host.
- Argent Host addressing templates for the 5110 and i3070 are CB96NR for customer owned Argent lines & CB9600 for CBA owned Argent lines
- Argent ID provided by CBA is 7 digits long and the POS AME needs to be 10 digits long.

Functionality	
EFTPOS Functionality:	
• Purchase	✓
• Cash Out	✓
• Refund	✓
• MOTO processing	✓
• Pre-Authorisation	
• Completion	
• PIN@Pos	✓
• Tipping	
• Training Mode	✓
• Balance Enquiry	
• Voucher Entry	
• Electronic Fallback (EFB) (SAF)	✓
• EMV processing	
• Contactless Card Acceptance - MasterCard PayPass Only	✓
Settlement Options	
• Settlement	✓
• Pre-Settlement	✓
• Last Settlement	✓
• Sub-Totals	
• Summary Totals	
• Shift Totals	✓
Hardware Options:	
• i5100 Terminal with printer and modem	✓
• i5100 Terminal without printer and without modem	✓
• i3070 Terminal with inbuilt contactless card (PICC) reader	✓
• External Contactless Card (PICC) reader for i5100	✓

2. Introduction

2.1 Before you start

Before you begin the installation of your i5100 or i3070, you should ensure you have the following;

- An i5100 or i3070 EFTPOS terminal which contains the correct bank software, The current version as at 1st December 2008 is software version 1.15. Software version 3.26 is in pilot currently.
- A P66 modem or Argent connection, if the site is using a dial-up service (The i5100 has an internal modem, so a P66 is only required if the site is installing more than one EFTPOS terminal. The i3070 has no internal modem, so will require a dial-up service with a P66 modem),
- The latest PC-EFTPOS installation CD, (alternatively, latest software can be downloaded from our website – www.pceftpos.com.au/files/releasecd)
- Terminal (CATID) and Merchant ID's (CAICID) for each lane supplied by the bank,
- If the site is using an Argent Line instead of a P66 modem, then a POS-AME (also known as an Argent Terminal ID or Tran\$end ID) supplied by the bank or Telstra is also required.

2.2 Bank Terminology

- **Terminal ID** : This is the number that uniquely identified each EFTPOS terminal.
The CBA will also refers to this as the CAT ID and is 8 digits long
- **Merchant ID** : This number uniquely identifies each merchant
The CBA will also refer to this as the CAIC ID and is 15 digits long
It will start with the digits "3110000xxxxxxx"
- **POS AME** : This number is unique to each Argent leased line. This number is calculated from the Telstra ID, or an Argent Terminal ID. The POS AME number is 10 digits in length. The formula to calculate the POS AME number equals – (Argent ID x 256) + 1. E.g. (0400852 x 256) + 1 = 0102618113

The bank will issue details for each terminal at the site as well as the connection to the bank. The following outlines the details the CBA bank will issue:

Bank	Merchant ID	Terminal ID	Dial-up POS-AME	Argent POS-AME	Help Desk Number
CBA	✓	✓		✓	1800022966

3. PC-EFTPOS Hardware Installation

3.1 i5100 EFTPOS Terminal



Supplied Equipment with terminal:

- i5100 EFTPOS Pinpad terminal
- Power pack and power cable
- Y Powered Curly Cable (contains the power cable and dial-up phone cable connections)
- POS connector cable (RS232 data cable)
(Identified by label “Ingenico CAB-0117-01”)

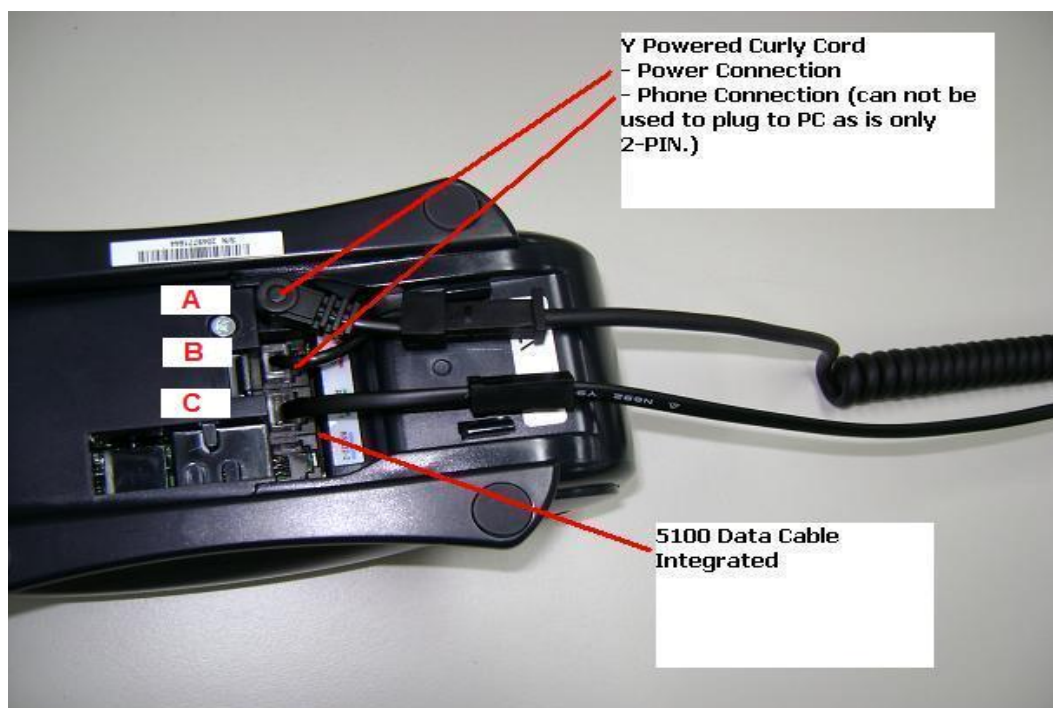
Note: Merchants who want to accept MasterCard PayPass contactless cards will also receive an OTI - Saturn 6000 contactless reader with cable.

Installation Steps -

1. Power the terminal. Connect the supplied power pack to the wall socket.
2. Connect the power adaptor to the round DC power socket on the back of the terminal (connection A).
3. Connect the supplied POS connector cable (RS232 data cable) to the COM port on the PC (normally COM 1).
4. Connect the other end of the RS232 data cable to the RS232-1 connector on the back of the terminal (connection C).

Note, that if you are using the Saturn contactless reader, the RS2323 data cable plugs in to RS232-2

5. If the terminal is using the terminal's internal modem, (i.e. single terminal application) plug the phone cable in to the phone connector on the back of the terminal (connection B) and to your phone line socket on the wall.



Installing an OTI – Saturn 6000 Contactless Reader:

1. The Saturn 6000 needs to be connected to Comm Port 1 (RS232-1) of the 5110 pinpad, as it requires power from this port
2. The PC EFTPOS integrated cable will need to move into Comm Port 2 (RS232-2) and use the PSU supplied with the 5110 pinpad for power
Refer to section 8.1 of this document regarding instructions on how to change the Comm. Port for PCEFTPOS
3. Plug in the Saturn 6000 reader before you power up the terminal.
4. Reader lights should flash, reader beeps and then the default screen shows on reader of “Welcome Commonwealth Bank”

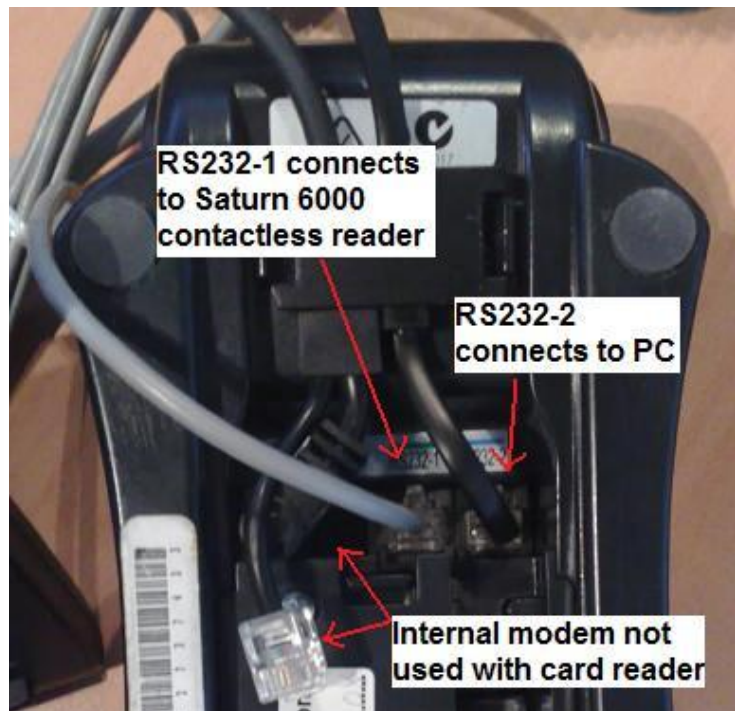
Common Errors:

■ “Enter Logo” on reader screen

- Check reader is connected to Green RS232 Comm Port 1. Power the terminal off and on
- Confirm software version is 3.26

■ “Terminal Dialling” shows in the terminal screen after a PayPass card is read, and before the screen shows “Processing”. Pre-Dial is not turned on. Call the CBA Help Desk and ask then to turn Pre-Dial ON. This error will be for Dial Up comms lines only.

■



3.2 i3070 EFTPOS PINpad



Supplied Equipment with terminal:

- i3070 EFTPOS Pinpad terminal
- Power pack and power cable
- POS connector cable (USB data cable)
(Identified by label “CAB0226”)
- POS connector cable (RS232 data cable)
(Identified by label “CAB0225”)

Installation Steps (RS232)

1. Plug the RJ connector of the RS232 data cable in to the back of the pinpad
2. Plug the power cable in to the power pack and then plug it into a power point
3. Connect the round power connector into the plug at the end of the RS232 data cable as shown



4. Plug the RS232 connector in to the PC Com Port that will be used for the PINpad

Installation Steps (USB) (Not currently available at December 2008)

1. Plug the RJ connector of the USB data cable in to the back of the pinpad
2. **Do not connect the PINpad to your PC until instructed to by the PC-EFTPOS installer.**
This will be on the “Introduction” page of the Configuration Wizard
3. When instructed, connect the USB cable to the PC. This will bring up a “Found New Hardware Wizard” (To view a guide on installing the USB driver, click on the appropriate link in the “Introduction” page of the Configuration Wizard)
4. After installing the drivers, the PINpad should boot up. The PINpad is powered via USB.
5. Switch the PINpad to USB mode (refer to [section 8.1](#)).
6. Continue on and complete the rest of the Configuration Wizard

3.3 Dial-Up Modem



- One P66 Modem is required for any store that requires dial-up connectivity to the bank. The P66 modem utilizes a purpose built EFTPOS modem to connect with the banking network.
- The modem can be shared between any number of EFTPOS terminals within a network.
- There should only be one P66 modem within any single store.
-

Note: The internal modem of the 5110 pinpad can be used for sites with a single 5110 pinpad and dial up line. This is a TMS setting that needs to be changed by the CBA Helpdesk.

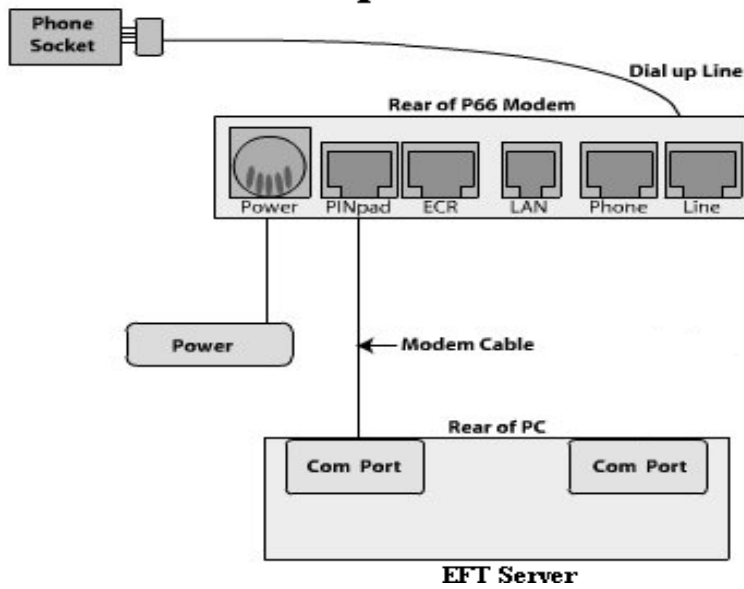
Equipment supplied with P66 Modem

- P66 modem
- Power supply and power cord
- PC connector cable (DB9 to RJ45)
- (Identified by label “CAB0118”)
- Dial-up phone cable and connector

Installation Steps:

1. Plug the power supply into a power point and the P66 Modem DIN connector,
2. Connect the phone cable to the “Line” connector on the P66 and to the phone line wall socket,
3. Connect the POS cable to the PC COM port and to the “Pinpad” connector on the P66 modem.

Dial Up EFT Server



3.4 Argent installation

Telstra use an ATA. Optus supply an MTA.
PC-EFTPOS connects to both devices the same way.

- An Argent installation is normally defined as an AABP 9600bps system.
- An Argent installation requires a P66 modem to be installed if you need a redundancy feature for the Argent or Optus line.
- Telstra will supply the Argent Terminal Adaptor to be used in the installation
- The connection from ATA to PC is via a standard 25-pin to 9-pin RS232 modem cable. This is generally not supplied by Telstra and will need to be purchased separately.
- See back-plate of ATA for correct connection of RS232 cable.
- You will need your “POSAME” or “Argent Terminal ID” when installing the Telstra ATA. You can get this number from Telstra or your bank.

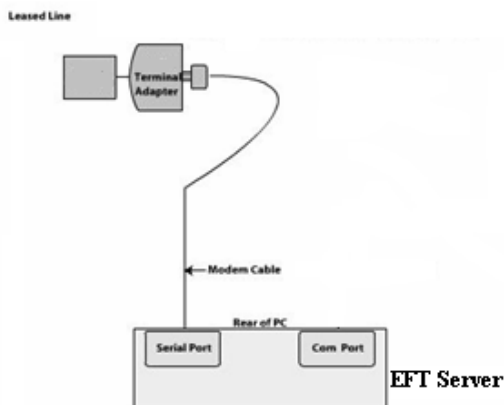
Required Equipment:

- Argent ATA from Telstra
- Installation of ISDN service from Telstra
- Standard RS232 modem cable

Installation Steps:

1. Connect the Argent terminal Adaptor to the ISDN service.
2. Connect the RS232 modem cable from the COM port on the POS to the V24 port on the Argent ATA.
3. The ATA will then be on a steady dot indicating that the Argent is configured with a AABP 9600bps profile. If it does not display a steady dot then refer to section 10.4 Argent Error Codes

Leased Line



Argent Enhanced Terminal Adaptor Back-plate



4. Initial i5100 / i3070 PINpad Setup

Ingenico 5110 Pinpad:

The CBA i5100 is a combined standalone/integrated PINpad. The bank should deliver the i5110 pinpad already in integrated mode for PC EFTPOS customers.

Before you [install the software](#), the PINpad needs to be switched to “PC-EFTPOS mode” so that the PC-EFTPOS software can communicate with it. You need to confirm the pinpad is configured correctly

Is the PINPad set to ‘PC EFTPOS Mode’?

Plug in the PSU and power on the 5110 pinpad

- Is the PINpad screen blank or displaying “Connect terminal to register”?

- If **YES**, this is already in PC-EFTPOS mode.

Proceed to the [software installation](#) section 5 of this document

- If **NO** then check to see if the pinpad displays the hidden menu

1. TERMINAL CONFIG
2. APPLICATION CONFIG
3. STATS & PARAMETERS

- If not, then you will need to enable it. Press **[Func]** and then **[9]** and type in your **hidden password***

**To obtain your hidden password, please call either CBA or PC-EFTPOS and have the last 6 digits of the terminals serial number with you.*

- Once you are in the hidden menu, press

[1] Terminal Config.,

[3] PC-EFTPOS Mode,

[CHQ] On.

(On some terminals the **[CHQ]** button will be the Top Left Yellow button).

- The PINpad will reset and display a blank screen.

Proceed to the [software installation](#) section

Ingenico i3070 Pinpad:

This pinpad is used for integrated sites only as it does not have an internal modem, or printer to support standalone mode. The pinpad will always be set up for integrated PC EFTPOS.

The pinpad has an ‘in-built’ contactless reader and you should confirm with the merchant if they want this activated.

5. PC-EFTPOS Software Installation

1. Install Terminal

See [Hardware Installation](#) for PINpad in section 3 of this document.

2. Install Software

If the POS does not have the latest PC-EFTPOS software installed, install the software from the PC-EFTPOS installation CD, or the setup file available for download from our website at www.pceftpos.com.au/files/releasedcd (Version 4.3.0 or higher is required for i5100 or i3070 installations.) For more detailed information on installing the PC-EFTPOS software, please refer to the PC-EFTPOS EFT Client and EFT Server Installation Guides, or call PC-EFTPOS Helpdesk on **02 9998 9800**

3. Configure Terminal

To configure the terminal, you can either enter the TID/MID ...

- **Manually through the PINpad**
 - On the i5100 or i3070 terminal press **[Func]** and then **[9]**
 - Type in your **hidden password***
 - Press **[2]** Application Config, Press **[1]** EFTPOS, Press **[1]** Details
 - Press **[1]** CATID and then enter the Terminal ID (8 digits), followed by **[OK]**
 - Press **[2]** CAIC and then enter the Merchant ID (15 digits), followed by **[OK]**
 - Keep pressing the **[Clear]** button until you are out of the terminal's menus
- **From the PC-EFTPOS Client – Refer to section 7 of this document**
 - Double click on the Client icon to open it
 - Click on the **[Ctrl Panel...]** button
 - Click on the **[Setup (F5)]** tab and enter the Terminal ID (CATID) and Merchant ID (CAID)
 - Press **[APPLY]** button. The confirmation password is **7410**



OR PC-EFTPOS Client icon

Consult your POS provider to see how the details are entered into the POS

4. Confirm TMS Settings

You should confirm with CBA that your PINpad is [configured correctly on TMS](#). – Refer to section 6 for further details.

If you are using the I5100 internal modem “Internal Modem” should be set on TMS.

If you are using the I5100 printer “Internal Print” should be set on TMS.

(Note: The “internal modem” and “internal printer” options are not available for the i3070)

5. TMS Logon

- On the i5100 or i3070 terminal press **[Func]** and then **[2] Terminal**.
- Enter in your Manager's password (this will be 6 zeros **[000000]** by default – Refer to section 13 if this does not work).
- Press **[1] Configure** then
- Press **[4] TMS Logon**. The TMS logon will start. The TMS logon may take 5 minutes to complete.

6. Bank Logon

Open the PC-EFTPOS Client Control Panel and click on the **[Logon]** button from the **[Eftpos (F2)]** tab.

7. *Ready to Go*

If the previous steps were successful the PINpad is ready to use.

6. CBA TMS

Before attempting to log a terminal on, it is important that the **Commonwealth Bank TMS** is configured correctly. The default settings from the bank are enabling – PC EFTPOS, External Display and Refund Password.

To check the TMS parameters or for changes and any additional settings required please call Commonwealth Bank Help Desk on 1800 022 966.

Below is a screen shot of the CBA EFTPOS Application tab from the CBA TMS.

The screenshot displays the CBA EFTPOS Application configuration page. At the top, there's a header with the Commonwealth Bank logo and navigation links. Below the header, the 'CBA EFTPOS Application' tab is active. The page is divided into two main sections: 'Options' and 'PC EFTPOS'. The 'Options' section lists various settings with their current status (enabled/disabled) and a 'View' button for some. The 'PC EFTPOS' section shows a summary of key settings, all of which are currently enabled.

Options	PC EFTPOS
Auto Settle ☒	Internal Modem ☒
Tip Percent Limit 20	External Display ☒
CPAT CPAT File 6 View	Internal Print ☒
Logo IGAr	Refund Password ☒
ECR Mode ☒	
EMV Enabled ☒	
Mobil CPAT MOBIL CPAT v9	

- **PC-EFTPOS Enabled** – Please confirm that PC-EFTPOS has been enabled for each of your individual Terminal ID's. You cannot log on the terminal if this has not been setup.
- **External Display** – Controls whether the logo or the standalone ready screen is displayed on the terminal at idle. Also disables transaction initiation on the terminal. That is, if it is disabled, a transaction can be started on either the POS or the terminal. If it is enabled, a transaction can only be started on the POS.
- **Internal Modem** – For single terminals using a dial up phone line. If enabled, it will allow the terminal to use its internal modem when transaction requests from the POS contain NPT for server address. Anything initiated in the terminal, like an automatic settlement, will use this parameter for using its own modem or EFT server comms.
NOTE: This must not be enabled for modem less terminals i.e i3070.
- **Internal Print** – If enabled will allow the terminal to use its internal printer when transaction requests from the POS contain NPT for printer. Anything initiated in the terminal will print on the terminal if this enabled. No printing will happen in that case if not enabled.
NOTE: This must not be enabled for printer less terminals i.e. i3070.
- **Refund Password** – If enabled, the terminal will enforce CBA host refund limits and passwords (entered on the terminal). If off, refund limits and passwords are up to the POS, the terminal performs no validation.
- **POS Config-** If enabled, the terminal can retrieve the Terminal and Merchant IDs from the POS. (This parameter will be labelled as “POS Config” on the CBA TMS pane). If disabled, then the Terminal and Merchant Ids will need to be entered manually. The default setting for this parameter will be disabled.

- **ECR Mode** - If PC-EFTPOS is enabled, then ECR mode can't be enabled.
- **Contactless Reader** - To manage deployment of i5100 EFTPOS terminals with the "Saturn 6000" external proximity card (PICC) reader attached and the Ingenico i3070 EFTPOS PINpad with integrated PICC reader a new TMS parameter will be established whereby terminal will up-load "Contactless Capable" flag "Yes" or "No" as follows:
 - Default setting on TMS will be "No"
 - Terminal will only check for PICC reader at each "Power –up"
 - Following initial and any subsequent "Power-up" activity where change of status is detected terminal will initiate 'TMS Logon' and up-load "Contactless Capable" flag to TMS as follows:
 - "Yes" where PICC reader is attached/enabled.
 - "No" if PICC reader has been disabled/disconnected.
 - Parameter cannot be changed using the "TMS User Interface Display".
 - When i5100 terminal is configured in 'PC-EFTPOS Mode' and 'Internal Modem' parameter is enabled, the terminal cannot support external "Contactless" PICC reader.
(ie. The site must use an external modem or Argent connection if using PICC reader as modem and PCEFTPOS tie up the RS232 ports)

7. PC-EFTPOS Software Overview

7.1 EFT-Client Settings:

EFTPOS/PC Client Settings

PIN Pad Interface

COM Port: COM1 (PINPAD ONLINE)

Printer: NPT

EFT Journal: C:\PC_EFT\EFTPOS.EJL

Receipt Journal: C:\PC_EFT\EFTPOS.RCP

Host Interface

Address: NPT

Port: 2005 (Use Default Port checked)

EFTSRV Status: Version 4.2.5.43

Tracing

☒ PINPad ☐ Host ☐ POS

☐ Save Files Limit: 2000000

☒ Append

Trace File: EFTPOS.LOG

Buttons: Close, Apply, Stop, Ctrl Panel...

COM port: that the PINpad is plugged into.

Printer: (Not used when POS is printing). NPT denotes using the internal printer of i5100

Host Interface: This is normally blank or 127.0.0.1. It is the IP address of the EFTSRV which is normally on this machine. NPT indicates to use the internal i5100 modem. A separate phone line is required for each PINpad using the internal modem

Tracing: This is enabled by default and records information on the hard-drive to help us track down any issues.

7.2 EFTPOS Control Panel

Press the control panel button on the Client settings page (above) to activate the control panel.

EFTPOS Control Panel

EFTPOS (F2) | Settlement (F3) | Journal (F4) | Setup (F5) | Diags (F6)

Logon

Reprint

Diagnostics

☐ Print Receipt

☐ Cut Receipt

Cancel

Logon: Performs a logon to the host

Reprint: Reprints last receipt

Diagnostics: Provides reports on s/w configuration and version

EFTPOS Control Panel

EFTPOS (F2) | Settlement (F3) | Journal (F4) | Setup (F5) | Diags (F6)

Merchant: [Dropdown]

Terminal ID: 1234567

Merchant ID: 1234567

Ni:

Aic: 560256

Timeout: 45

AutoConfig ☐

Apply...

Client...

Cancel

Setup Page:

Enter terminal ID (CATID) and the Merchant ID (CAICID). Click APPLY and then type **7410** as the password and click OK

8. Basic Functions

8.1 Configurable RS232 connection

The i3070 PINpad has only one RS232 communication port. For the i3070, the configurable RS232 connection is used to set the PINpad to either “Serial” or “USB” mode and is configurable by using the “Hidden Menu’s” ‘PC-EFTPOS Mode’ submenu (this option for i3070 is not yet available as at Dec 2008)

The i5100 PINpad has two RS232 communication ports and is set to “RS232 - 1” as the default setting. Note: If your customer is using an i5100 with plug in Saturn 6000 contactless reader the integrated cable will need to use RS232-2, as the reader requires the powered Comm Port 1 “RS232-1”

Use the following path to access ‘PC-EFTPOS Port’:

[Func], **[9]** , Hidden Menu Password, **[1]** Terminal Config, **[3]** PC-EFTPOS Setup, **[5]** PC-EFT Port

The screen shots below show how to configure this setting

Note:

For **i3070**, set the PC-EFT Port to **RS232-1** if connecting via serial port and to **RS232-2** if using USB

For **i5100**, set the PC-EFT Port to **RS232-2** if connecting the Saturn 6000 contactless reader to **RS232-1**, otherwise set this to **RS232-1**

Press [**Func**] key to access main menu, and then follow instructions below

i3070 PINpad Display

Response

1.EFTPOS

2.TERMINAL

3.DCC

From "Main Menu" key <9> to access "Hidden Menu"

Option <3> is displayed when enabled.

HIDDEN PASSWORD

ENTER CODE & OK

PINpad will prompt for entry of 'Hidden Password'.

Enter 7 digit password and key <OK>

1.TERMINAL CONFIG

2.APPLICATION CONFIG

3.STATS & PARAMETERS

When correct password is entered PINpad will display "Hidden Menu".

Select option <1> 'Terminal Config'

1.DEVICE SETUP

2.PRINTER SETUP

3.PC-EFTPOS MODE

From 'Terminal Config' menu select option <3> 'PC-EFTPoS Mode'

4.PC-EFT BAUD RATE

5.PC-EFT PORT

6.POS SET ID

BACK

MORE

When option <5> 'PC-EFT PORT' is selected terminal will display sub-menu to enable setting to be changed.

CURRENT RS232 = 1

1.RS232 - 1

2.RS232 - 2/USB

Default parameter is set to "RS232-1" and configuration is changed by selecting option <2> 'RS232 - 2/USB'.

Pressing <OK> or <Clear> key will re-display the previous sub-menu screen.

<Cancel> key will return to "Hidden Menu".

8.2 POS Config setting

An additional configurable parameter, “POS Config”, will be established on TMS to enable the terminal to retrieve the Terminal and Merchant IDs from the POS.

Use the following path to access ‘PC-EFTPOS POS Set ID’:

[Func], **[9]** , Hidden Menu Password, **[1]** Terminal Config, **[3]** PC-EFTPOS Setup, **[6]** POS Set Id

Press **[Func]** key to access main menu, and then follow instructions below

i5100 Terminal Display

Response

1. **TERMINAL CONFIG**
2. **APPLICATION CONFIG**
3. **STATS & PARAMETERS**

From page 1 of Hidden Menu press <1> to display ‘Terminal Config’

1. **DEVICE SETUP**
2. **PRINTER SETUP**
3. **PC-EFTPOS SETUP**

Press option <3> to display “PC-EFTPOS Set-up” sub-menu.

Note: Option <3> is initially displayed until terminal logs onto TMS.

1. **INTERNAL MODEM**
2. **POS DISPLAY**
3. **INTERNAL PRINT**
MORE

From page 2 select option <6> to set status of this parameter.
Press “BACK” <softkey> to redisplay previous page.

4. **PC-EFT BAUD RATE**
5. **PC-EFT PORT**
6. **POS SET ID**
BACK

From page 2 select option <6> to set status of this parameter.
Press “BACK” <softkey> to redisplay previous page.

8.3 Converting a PINpad from PC-EFTPOS Mode to Standalone Mode (i5100 only)

Standalone Mode (not applicable to i3070)

The i5100 supports a simple standalone mode.

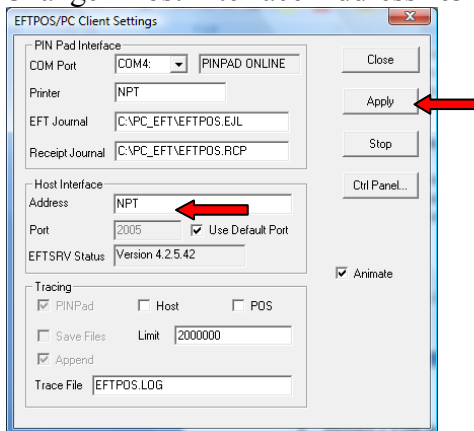
The menu system represents the user interface for the terminal. The menu allows the operator to access all of the terminal functionality without the need for a POS system.

Configure Standalone Mode

- Call the **CBA Help Desk** on 1800 022 966 and ask them to edit the **TMS (Refer section 6 for further information)** and disable **PC-EFTPOS**.
- Plug the phone line into i5100 terminal.
- Open the EFT Client



- Change “Host Interface Address” to **NPT** and then click on **Apply**



- On the i5100 terminal press [**Func**] and then [**9**]
- Type in your **hidden password***
- Press [**1**] Terminal Config
- Press [**3**] PC-EFTPOS Setup
- Press [**1**] Internal Modem
- Press [**CHQ**] for On (For some terminals the [**CHQ**] button will be the Top Left Yellow button.)
- Perform a [TMS logon](#) (as per above).

**To obtain your hidden password, please call either CBA or PC-EFTPOS and have the last 6 digits of the terminals serial number with you.*

8.4 Converting an Existing PINpad from Standalone Mode to PC-EFTPOS Mode

PC-EFTPOS Mode

All the EFTPOS functionality is initiated through the POS, when in PC-EFTPOS mode.

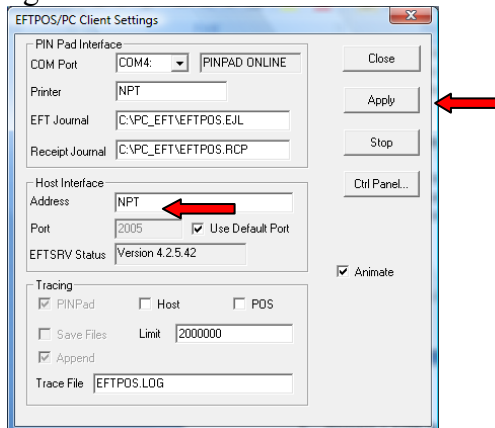
- Change terminal into **[“PC-EFTPOS Mode”](#)** (see above)
- Call the **CBA Help Desk** on 1800 022 966 and ask them to edit the **TMS (Refer section 6 for further information)** and enable **PC-EFTPOS**.
- Check that the parameters that are setup on **TMS** are as per customers’ needs.
- Perform a [TMS logon](#) (refer to section 5.0).

8.5 Using the Internal Modem on the PINpad (i5100 only)

- Call the **CBA Help Desk** on 1800 022 966 and ask them to edit the **TMS** (**Refer section 6 for further information**) and tick the “**Internal Modem**” box. If you are using the internal modem at a store with multiple lanes, then you will need separate phone lines for each PINPad.
- Open the EFT Client



- Change “Host Interface Address to **NPT** and then click on **Apply**



- On the i5100 terminal press [**Func**] and then [**9**]
- Type in your **hidden password***
- Press [**1**] Terminal Config
- Press [**3**] PC-EFTPOS Setup
- Press [**1**] Internal Modem
- Press [**CHQ**] for On
- Perform a [TMS logon](#) (as per above).

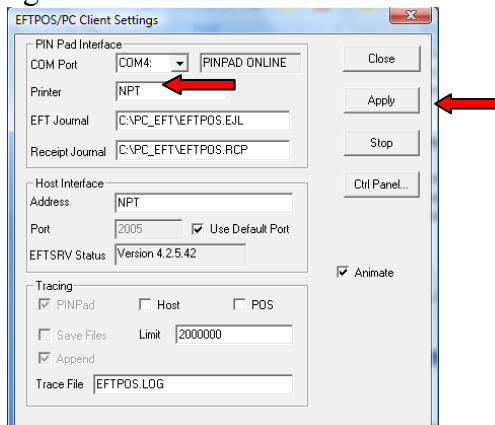
**To obtain your hidden password, please call either CBA or PC-EFTPOS and have the last 6 digits of the terminals serial number with you.*

8.6 Using the Internal Printer on the PINpad (i5100 only)

- Call the **CBA Help Desk** on 1800 022 966 and ask them to edit the **TMS** and tick the “**Internal Print**” box
- Open the EFT Client



- Change “Printer to **NPT** and then click on **Apply**



- Perform a [TMS logon](#) (refer to section 5).

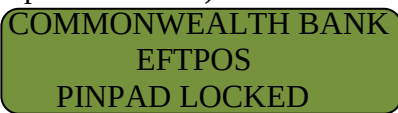
8.7 Card Read Test on PINpad

If you are experiencing difficulties reader cards, run this test to see if it is a hardware issue.

- On the i5100 or i3070 terminal, press **[Func]** and then **[2]** (Terminal).
- Enter the Managers password (by default is **000000**) and then press **[OK]**
- Press **[1]**(Configure)
- Press **[5]**(Self Test)
- Press **[1]**(Card Reader Test)
- Swipe your Card and repeat.

8.8 Turn PINpad lock On/Off

By default the i5100 or i3070 PINpad will turn on the pinpad lock if the terminal has not been in use for 10 minutes. After 10 mins, the pinpad will display the screen below (if configured with the External Display option disabled). If External Display is enabled, then the bank logo will always be displayed



Once the pinpad has been locked, you will need to press any key on the pinpad and then enter the Manager's password (by default is **000000**) and press **[OK]**, to turn the lock off.

To turn the pinpad lock on/off

- On the i5100 or i3070 terminal, press **[Func]** and then **[2]** (Terminal).
- Enter the Managers password (by default is **000000**) and then press **[OK]**
- Press **[1]**(Configure)
- Press **[1]**(Pinpad Lock)
- Press **[1]**(Lock On/Off)
- Press either the key under **[ON]** or **[OFF]** to turn the pinpad lock on or off

To configure the pinpad lock timeout (setting only works when pinpad lock is On)

- On the i5100 or i3070 terminal, press **[Func]** and then **[2]** (Terminal).
- Enter the Managers password (by default is **000000**) and then press **[OK]**
- Press **[1]**(Configure)
- Press **[1]**(Pinpad Lock)
- Press **[2]**(Set Timeout)
- Enter a number between **2** and **99** (mins)
- The pinpad will then be locked if no key presses have been detected within the set time

8.9 Memory Reset the PINpad

This will reset the PINpad back to factory default settings.

This function is not to be used as there is a risk of permanently damaging the pinpad. If there is an issue with a pinpad that can not be resolved please contact the CBA Helpdesk on 1800 022 966 for assistance.

- This will clear everything from the PINpad. Ensure you have a copy of your terminal and merchant ID before you continue.
- On the i5100 or i3070 terminal, press the top left, top middle, and **[CANCEL]** keys at the same time and then release.
- The PINpad will start to reset. Press and hold the **[CLEAR]** key.
- The “SSA System Menu” will be displayed.
- Using the top left key, scroll down to “AdvancedOptions” and press **[OK]**
- Type “2002” for the password and press **[OK]**
- Using the top left key scroll down to “FormatDFS” and press **[OK]**
- Press the **[OK]** key again.
- The pinpad will start to “chirp”. It will take about 30 seconds for the memory reset to complete.

After you have reset the pinpad, you will need to set it back in to [PC-EFTPOS mode](#) (Refer to section 4.0).

[Configure the terminal](#) (Refer to section 5.0) with the TID and MID.

Then perform a [TMS Logon](#) (refer to section 5.0), followed by a [Bank Logon](#) (refer to section 5.0 e)

**If you are using the [Internal Modem](#), make sure you have configured it in the i5100 terminal before you do the TMS Logon.*

8.10 Initiate transactions through POS or through PINpad

You are able to set up the PINpad so that it allows transactions to be processed either through your POS or through the PINpad (as though it was in standalone mode)

- Call the **CBA** Help Desk on 1800 022 966 (you may need to provide a password which is “Integrated”) and ask them to edit the **TMS** and disable the “**External Display**” box
- Perform a [TMS logon](#) (refer to section 5.0).
- The standalone ready screen is displayed on the terminal at idle, rather than the CBA logo.
- A transaction can now be started on either the POS or the terminal.

To return the PINpad to integrated mode

- Call the **CBA** Help Desk on 1800 022 966 (you may need to provide a password which is “Integrated”) and ask them to edit the **TMS** and enable the “**External Display**” box
- Perform a [TMS logon](#) (refer to section 5.0).
- The CBA logo is displayed on the terminal at idle, rather than the CBA logo.
- The PINpad is now in Integrated mode and a transaction can only be started on the POS

8.11 Store and Forward (SAF) processing

Store and Forward (SAF) is the ability to process offline transactions when the host is not available or there is a communication problem. This option is enabled for you by the CBA when PC-EFTPOS mode is enabled (ie. you are using the terminal in integrated mode).

The terminal will process transactions as per an online transaction and will not notify you that it has changed to SAF processing. For transactions under your floor limit, continue processing transactions as per normal and the terminal will prompt you when a customer signature is required.

For transactions over your floor limit, continue processing transactions as per normal and the terminal will prompt you when an authorisation is required.

The PINpad will identify SAF transactions by placing an asterisk beside the approval code on the transaction receipt. The merchant copy of the transaction receipt will display the full cardholder number on all SAF transactions. The screen will display:



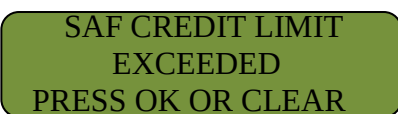
COMMONWEALTH BANK
EFTPOS
APPROVED CC08
VALID SIGNATURE

When the PINpad detects that the Bank is online again it will upload the stored transactions in the background allowing the operator to continue serving the customers.

When the SAF storage limit is reached (up to 200 transactions), the terminal will prompt XXXX. The merchant will need to use their manual imprinter and offline vouchers until their terminal is online and can send stored SAF transactions to the Bank.

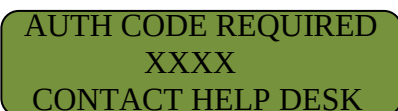
8.11.1 SAF Transactions over your floor limit

When a transaction that exceeds your floor limit is performed in the SAF mode, the PINpad will display (in this case the SAF Credit Floor Limit):



SAF CREDIT LIMIT
EXCEEDED
PRESS OK OR CLEAR

To continue, press OK and the PINPad will display



AUTH CODE REQUIRED
XXXX
CONTACT HELP DESK

Phone the authorisation centre and obtain an authorisation number and enter it into the terminal. Continue as per a normal debit or credit card transaction.

8.11.2 SAF Totals

The total amount of SAF transactions processed each day will be reflected in the PINpad settlement total.

If a settlement is attempted while there are still SAF transactions in the memory, the PINpad will attempt to connect and clear these transactions before sending the reconciliation message to the Bank.

Contact Details for Authorisations:

24 hours, 7 days (Details are also in Terminal Operator Reference Guide supplied to merchants)

Authorisation for Debit Card Transactions:

Call Freecall* 1800 813 700 for all over floor limit manual debit card transactions.

Authorisation for Credit Card Transactions:

Call 13 26 36 for all over floor limit manual credit card transactions.

Authorisation for Charge Card Transactions:

American Express 1300 363 614

Diners Club 1800 331 112

JCB 1800 200 250 for authorisation of all over floor limit manual charge card transactions. General enquiries 1300 363 614 (care of Amex) for any settlement problem

8.11.3 Contactless Payments

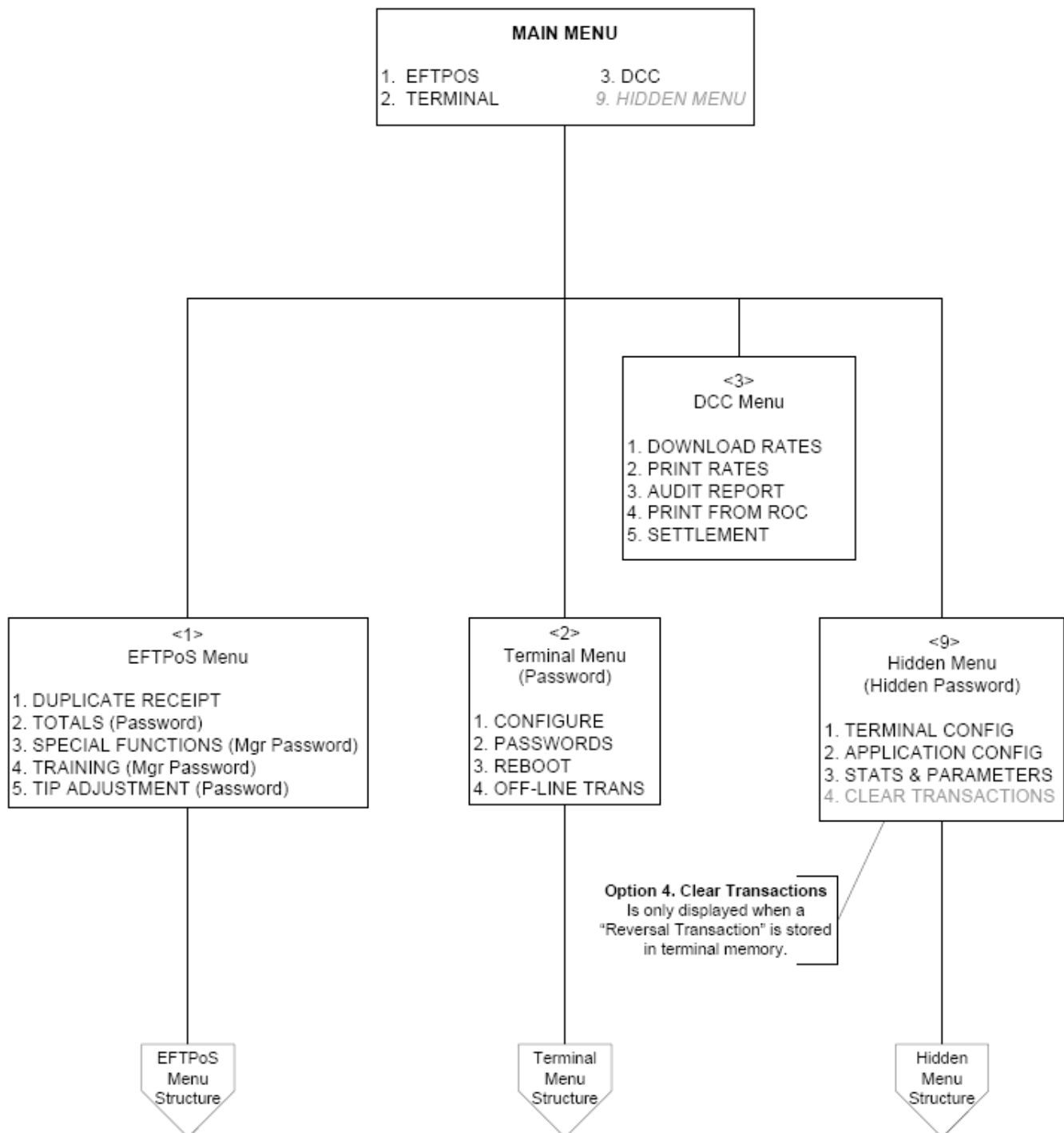
Contactless card acceptance provides merchants in 'Quick-Service Industries' with a faster and more convenient way to process credit card transactions. The CBA can currently accept MasterCard PayPass contactless cards. Cardholders can simply 'tap' their card against the reader and for transactions of \$35 or below no signature or PIN is required.

Transaction processing for a contactless card:

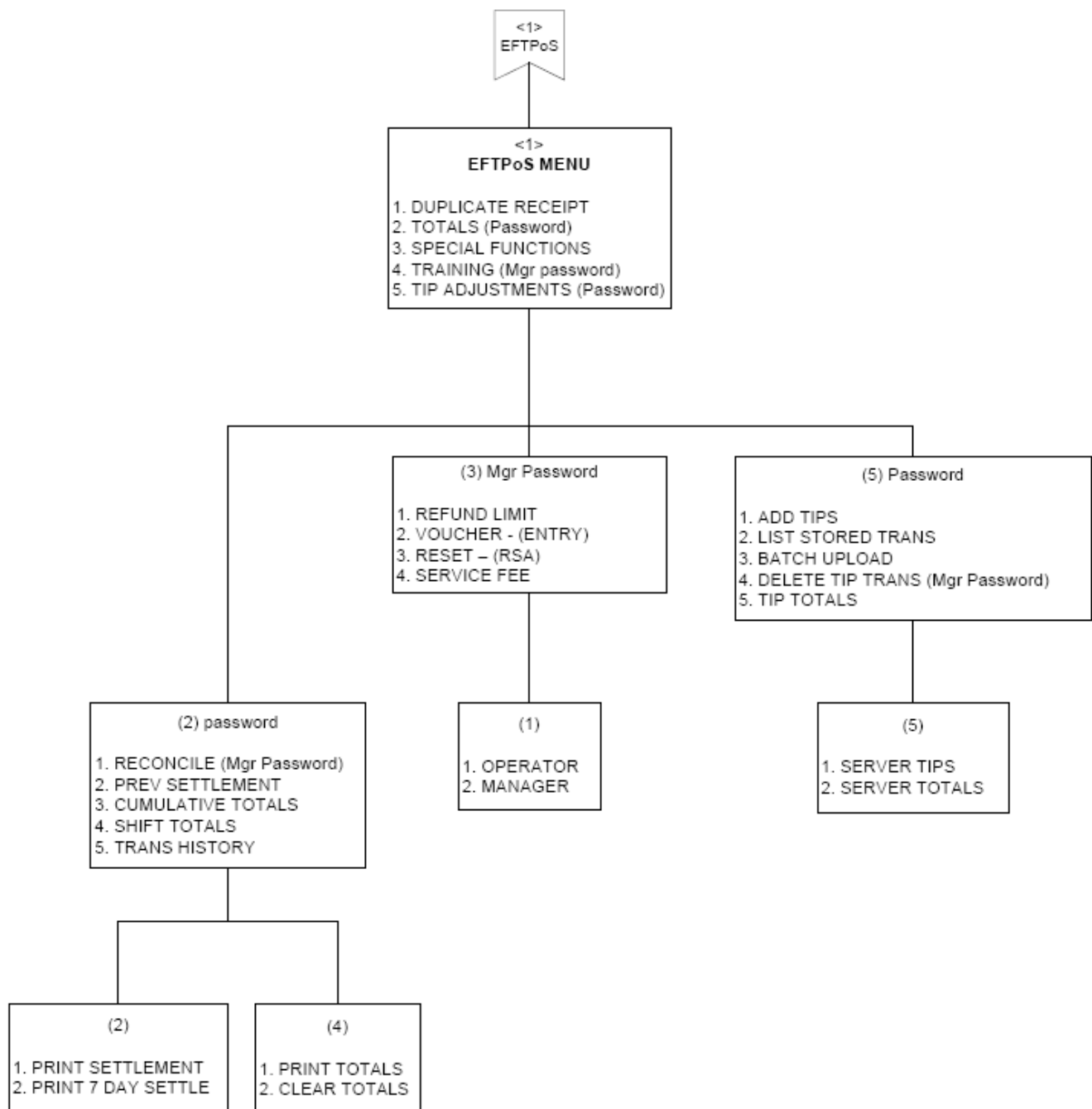
- MasterCard PayPass transactions are automatically processed as a CREDIT transaction. The pinpad will not prompt for account selection after the card is read
- The contactless reader is only enabled when the transaction is \$35 or below
- A contactless transaction is still authorised and an accepted response will be displayed on the pinpad and the reader
- Receipts will not be printed for contactless transactions. If a customer wants a receipt this can be accessed through the standard 'Receipt Re-Print' function
- For a refund transaction the card will not be tapped, but read through the magnetic stripe reader as usual

9. Full Function Key Menu

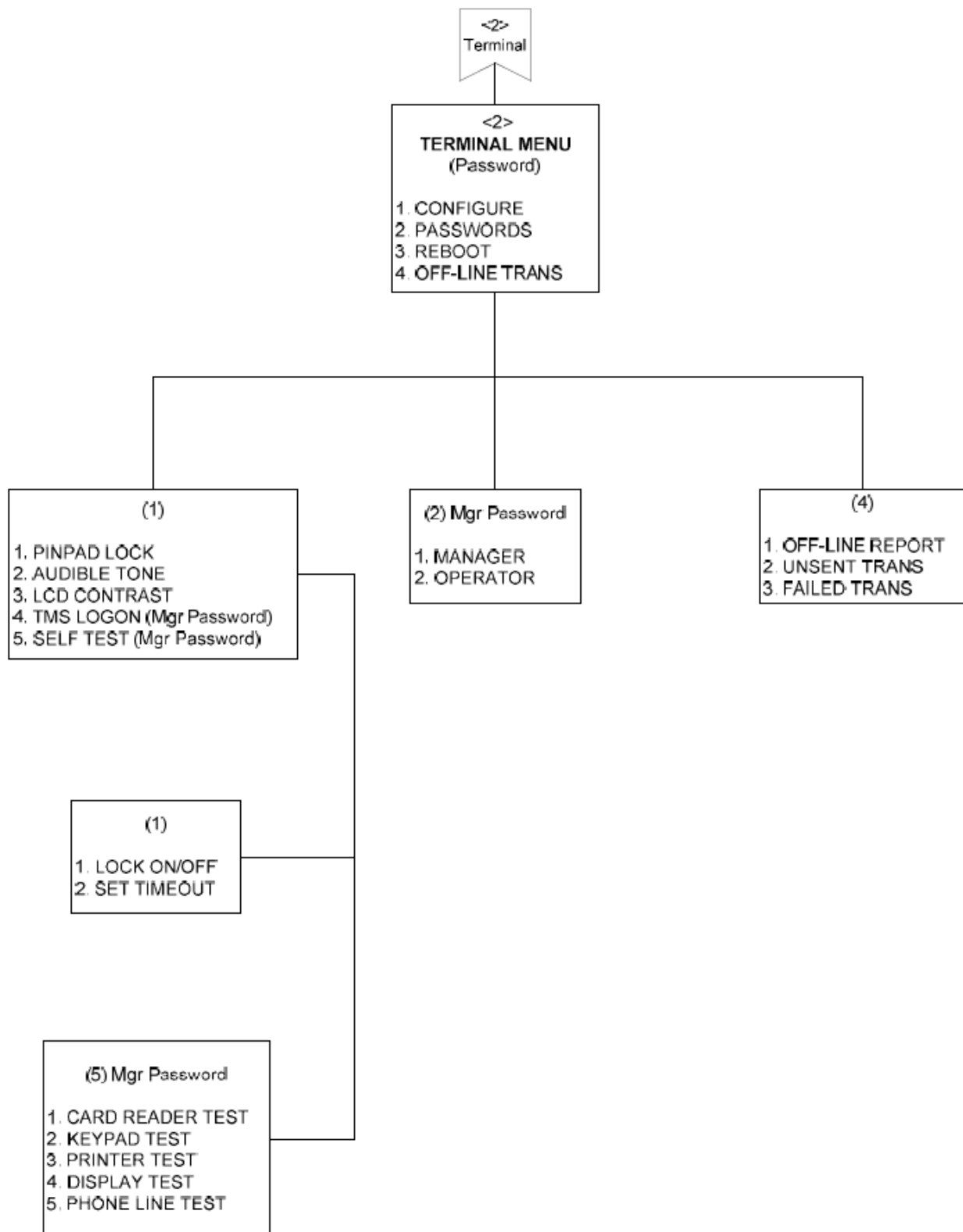
9.1 Main Menu Structure



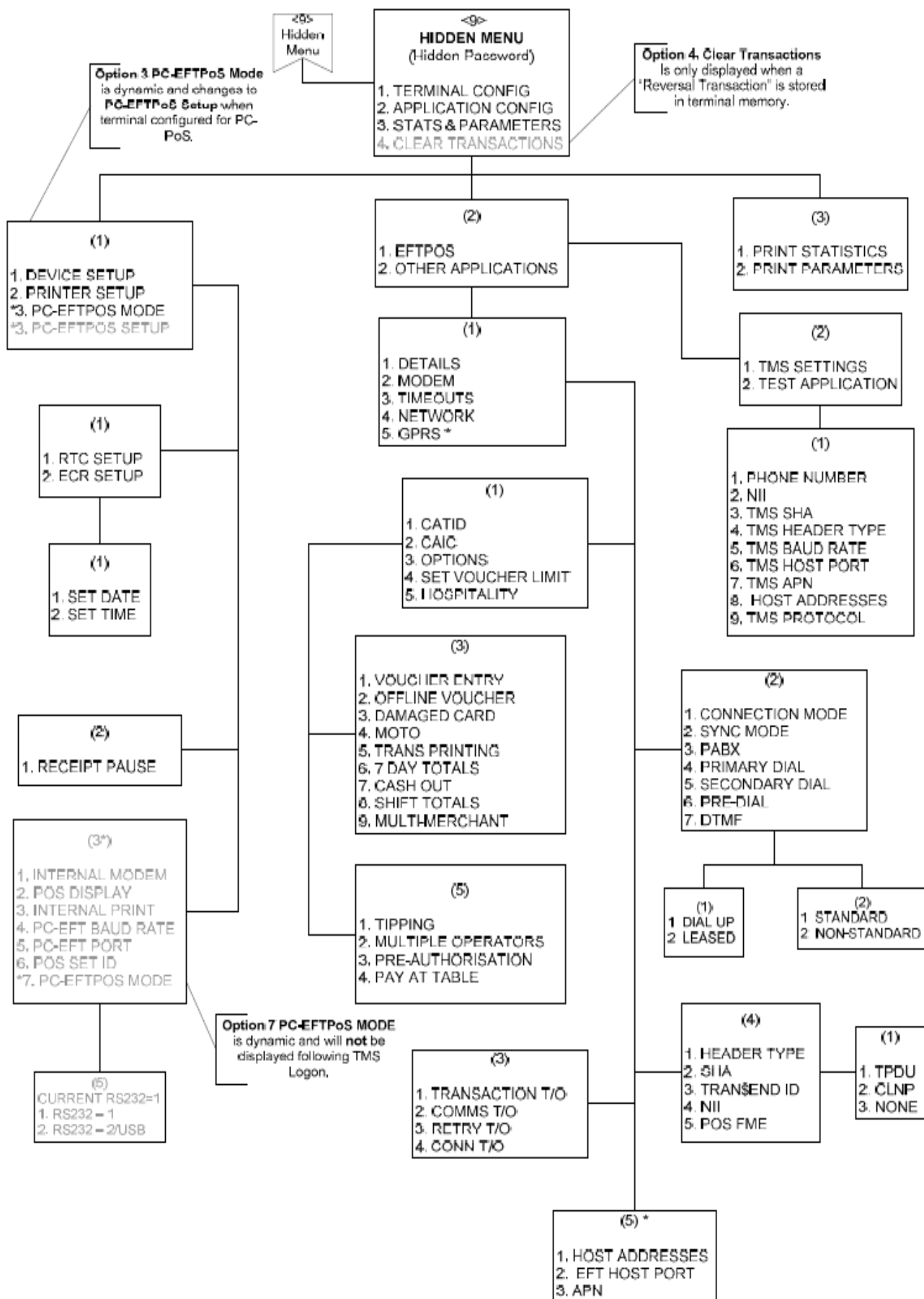
9.2 EFTPOS Menu Structure



9.3 Terminal Menu Structure



9.4 Hidden Menu Structure



10. System timeouts and Error Codes

10.1 System timeouts

The PINpad will support the following 'time outs' for its PCEFTPOS Client and Network interface:

PINPAD TIMEOUT	EVENT
3 seconds	PCEFTPOS Client ACK to PINpad request – See Note
3 seconds	PCEFTPOS Client ACK to send Host message request – See Note
10 seconds	PCEFTPOS Client response to display request
10 seconds	PCEFTPOS Client response to print request
45 seconds	Host response to Financial Transaction requests
45 seconds	Host response to administration requests
45 seconds	Host response to Reversals and SAF uploads
60 seconds	Customer response to Card entry prompt
30 seconds	Customer response to Account prompt
60 seconds	Customer response to PIN entry prompt
120 seconds	PCEFTPOS Client response to verify signature request. Times out to Signature OK

10.2 Bank Generated Response Codes

AS2805 Response	Description	Print Message	Terminal Display	Action
00	Approved or completed successfully	APPROVED 00	APPROVED 00	Approve
01	Refer to card issuer	DECLINED 01	TRANSACTION DECLINED CONTACT BANK-01	Decline
03	Invalid Merchant	DECLINED 03	TRANSACTION DECLINED INVALID MERCHANT-03	Decline
04	Pick-up Card	DECLINED 04	TRANSACTION DECLINED CONTACT BANK-04	Pick-up
08	Honour with identification	APPROVED 08	APPROVED WITH SIGNATURE	Approve
11	Approved VIP	APPROVED 00	APPROVED 00	Approve
12	Invalid Transaction	DECLINED 12	TRANSACTION DECLINED INVALID TRANS-12	Decline
13	Invalid Amount	DECLINED 13	TRANSACTION DECLINED INVALID AMOUNT-13	Decline
14	Invalid Card Number (no such number)	DECLINED 14	TRANSACTION DECLINED INVALID CARD NO-13	Decline
19	Re-enter Transaction	DECLINED 19	TRANSACTION DECLINED SYSTEM ERROR-19	Decline
21	No Action Taken	DECLINED 21	TRANSACTION DECLINED SYSTEM ERROR-21	Decline
30	Format Error	DECLINED 30	TRANSACTION DECLINED SYSTEM ERROR-30	Decline
31	Bank not supported by switch	DECLINED 31	TRANSACTION DECLINED SYSTEM ERROR-31	Decline
33	Expired Card	DECLINED 33	TRANSACTION DECLINED PHONE AUTH CENTRE-33	Decline
36	Restricted Card	DECLINED 36	TRANSACTION DECLINED BANK NOT AVAIL-36	Decline
39	No Credit Account	DECLINED 39	TRANSACTION DECLINED NO CREDIT ACCT-39	Decline
41	Lost Card	DECLINED 41	TRANSACTION DECLINED PHONE AUTH CENTRE-41	Decline
42	No universal Account	DECLINED 42	TRANSACTION DECLINED NO ACCOUNT-42	Decline
43	Stolen card, pick up	DECLINED 43	TRANSACTION DECLINED PHONE AUTH CENTRE-43	Decline
51	Not Sufficient Funds	DECLINED 51	TRANSACTION DECLINED REFER CARD ISSUER-51	Decline
52	No Cheque Account	DECLINED 52	TRANSACTION DECLINED NO CHEQUE ACCT-52	Decline
53	No Savings Account	DECLINED 53	TRANSACTION DECLINED NO SAVINGS ACCT-53	Decline
54	Expired Card	DECLINED 54	TRANSACTION DECLINED EXPIRED CARD-54	Decline
55	Incorrect PIN	DECLINED 55	TRANSACTION DECLINED INCORRECT PIN-55	Decline
56	No Card Record	DECLINED 56	TRANSACTION DECLINED CARD NOT VALID-56	Decline
57	Transaction not permitted to cardholder	DECLINED 57	TRANSACTION DECLINED TRAN NOT ALLOWED-57	Decline
58	Transaction not permitted to terminal	DECLINED 58	TRANSACTION DECLINED TRAN NOT ALLOWED-58	Decline
59	Suspected Fraud	DECLINED 59	TRANSACTION DECLINED PHONE AUTH CENTRE-59	Decline
60	Card Acceptor contact Acquirer	DECLINED 60	TRANSACTION DECLINED PROCESSING ERROR-60	Decline
61	Exceeds Withdrawal Amount Limit	DECLINED 61	TRANSACTION DECLINED OVER CARD LIMIT-61	Decline
62	Restricted Card	DECLINED 62	TRANSACTION DECLINED TRAN NOT ALLOWED-62	Decline
67	Hard Capture (at ATM)	DECLINED 67	TRANSACTION DECLINED PHONE AUTH CENTRE-67	Decline
75	Allowable PIN tries exceeded	DECLINED 75	TRANSACTION DECLINED EXCEED PIN TRIES-75	Decline
91	Issuer or Switch Inoperative	DECLINED 91	TRANSACTION DECLINED ISSUER NOT AVAIL-91	Decline
94	Duplicate Transaction	DECLINED 94	TRANSACTION DECLINED DECLINED-94	Decline
96	System Malfunction	DECLINED 96	TRANSACTION DECLINED RETRY TRANSACTION-94	Decline

97	Reconcile Totals have been reset	SETTLED 97	SETTLEMENT TOTALS RESET	Approve
98	MAC Error	DECLINED 98	TRANSACTION DECLINED MAC ERROR-98	Decline
Q5	Settlement message already acknowledged. Response totals same as for original Settlement	DECLINED Q5	TRANSACTION DECLINED ALREADY SETTLED-Q5	Decline
R1	Incorrect PIN Block Format	DECLINED R1	TRANSACTION DECLINED PIN BLOCK ERROR-R1	Decline
S1	Amount greater than SAF credit/debit limit	DECLINED S1	TRANSACTION DECLINED CALL FOR AUTH-S1	Decline
TQ	Potential fall-back transaction where response code 91 returned from Host however card has expired – not eligible for fallback.	DECLINED TQ	CARD REJECTED EXPIRED CARD	Decline
Z1	Transaction amount too large	DECLINED Z1	TRANSACTION DECLINED LOWER AMOUNT – Z1	Decline
Z3	Transaction Amount greater than Authorised Amount	DECLINED Z3	TRANSACTION DECLINED INVALID AMOUNT-Z3	Decline
Z6	Card Insertion Only	DECLINED Z6	TRANSACTION DECLINED NO MANUAL ENTRY-Z6	Decline
Z7	(TAFMO) External application supplied biller code is not valid	DECLINED Z7 TRY AGAIN	TRANSACTION DECLINED INCORRECT BILLER CODE – Z7	Decline

10.3 TMS Response Codes

This schedule describes the errors that can be generated by the Terminal Management System (TMS).

Code	Terminal display	Description	Receipt Text	Trouble Shooting
00	APPROVED 00 PRESS OK OR CLR	The TMS logon was successful.	TMS LOGON APPROVED	
A1	CANCELLED COMMS ERROR	Terminal could not communicate with TMS	TMS COMMS ERROR A1	Re-try TMS Transaction
A2	CANCELLED SERVER ERROR XX	Server error XX is the server error code eg N8	TMS SERVER ERROR XX A2	Contact Help Desk. Re-try TMS Transaction
A4	CANCELLED NO MEMORY SPACE	Out of memory, no space to perform software download	OUT OF MEMORY A4	Terminal cannot perform download, no available memory. Contact Help Desk.
A5	CANCELLED INVALID HEADER	Invalid message header for TMS	INVALID MSG HEADER A5	Check TMS HEADER TYPE. Re-try TMS logon.
A6	CANCELLED MESSAGE ERROR	Error in message received from server	INVALID SERVER MSG A6	Check TMS SETTINGS. Re-try TMS logon.
A7	CANCELLED INTERNAL ERROR	Error in communications between application in the terminal	APPL. ERROR RX A7	Re-Try TMS Transaction
A8	CANCELLED INTERNAL ERROR	Error in communications between application in the terminal	APPL.ERROR TX A8	Re-Try TMS Transaction
A9	CANCELLED TMS ERROR	There was no connection date set up	SCHEDULE ERROR A9	Check schedule date on TMS. Re-Try TMS Transaction.
AA	CANCELLED TMS ERROR	There is an error in the TMS setup info	UNKNOWN TAG AA	Re-Try TMS Transaction
AB	CANCELLED CONFIG REQUIRED	The terminal is not setup with correct TMS settings	TMS CONFIG ERROR AB	Check CATID and TMS settings eg Phone No and NII
AC	CANCELLED NO TMS APP	The TMS application is not loaded into terminal	NO TMS APP AC	TMS Application needs to be loaded. Terminal replacement required.
AD	CANCELLED SSA ERROR	The SSA would not allow download	SSA ERROR AD	Re-Try TMS Transaction
AE	CANCELLED CODE FILE LIMIT	Insufficient spare code files to perform download.	CODE FILE LIMIT AE	Terminal cannot perform download. No available memory. Contact Help Desk.
AF	CANCELLED FILE OPEN FAIL	File open command failed.	FILE OPEN FAIL AF	Re-Try TMS Transaction

Code	Terminal display	Description	Receipt Text	Trouble Shooting
AG	CANCELLED FILE WRITE FAIL	File write command failed.	FILE WRITE FAIL AG	Re-Try TMS Transaction
AI	CANCELLED UNKNOWN COMMAND	TMS System Error	UNKNOWN COMMAND AI	Contact Help Desk.
AJ	CANCELLED TMS BUSY	Unable to connect as TMS line busy	TMS BUSY AJ	Re-Try TMS Transaction
AK	CANCELLED TMS ERROR XX	Unknown/not defined TMS error occurred.	UNKNOWN TMS ERROR AK	Re-Try TMS Transaction.

10.4 Argent Error Codes

Argent Basics

The seven segment display on the Argent Terminal Adaptor will light up and will move through a sequence of numbers on start-up. The numbers displayed will be steady when the call is progressing and the configuration downloading normally on the D-channel during start-up. The display will flash continuously if call progress encounters an error condition during start-up.

The table below provides a list of “start-up status codes” that the ATA will display in order of sequence when the power is being applied, the call is being set up and the configuration is being downloaded by the Argent Network Management System (NMS).

Argent Error Codes

Display Interpretation

Building Bars.....	Program decompressing into memory
Steady 1	Power-on test executing. Dot will pulse on/off
Steady 2	D-channel interface active for EFTPOS
Steady 3	Pre-configuration in progress, learning identity
Steady 4.....	Remote management in progress, configuration
Steady 5	Software download in progress
Steady 6	Reserved
Steady 7	Reserved
Steady 8	Reserved
Steady 9	Reserved
Steady 0	Reserved
Steady dot.....	Normal Operation (no fault)

ATA Seven Segment Display Start-up Status Codes

Display Interpretation

Flashing 1.....	Power up test fails
Flashing 2.....	ISDN connection down
Flashing 3.....	No carrier on EFTPOS port
Flashing 4.....	Data overrun/underrun on Serial V.24 port
Flashing 5	No stations responding to polls on EFTPOS port
Flashing 6	Last call attempt failed, D-Channel (X.25 fault or Argent server or NMS unavailable)
Flashing 7	Not applicable
Flashing 8	NMS has no pre-configuration to download
Flashing 9	NMS main configuration failure
Flashing 0	Not applicable

10.5 CLNP Error Codes

CLNP error codes are reported as XX/YY where XX =Information code and YY=Error code as below:

Info Code Meaning

- 0 Unspecified
- 1 Validation failure on incoming Terminal message
- 2 Not Supported
- 3 Reserved
- 4 Reserved
- 5 Validation failure on sign-on command
- 6 Successful sign-on
- 7 Validation failure on sign-off command
- 8 Successful sign-off

Error Code Meaning

- 0 No Error
- 1 Unknown terminal ID
- 2 Invalid AME
- 3 Not Supported
- 4 Not Supported
- 5 Unknown Host reference
- 6 (Reserved)
- 7 Not Supported
- 8 Destination unreachable
- 9 Not Supported
- 10 Not Supported
- 11-16 (Reserved)
- 17 Not Supported
- 18 Not Supported
- 19 (Reserved)
- 20 Not Supported
- 21 Not Supported
- 22 Undefined Symbolic Host Address
- 23 Invalid Station for Terminal
- 24 Invalid Command from Terminal
- 25 Not Supported
- 26 Not Supported
- 27-29 (Reserved)
- 30 No Data in PDU
- 31 Not Supported
- 32 Unknown Host
- 33 Not Supported

11. Settlement Receipts and Options

Pre-Settlement Receipt

```
-----
**** STORE NAME ****
**** LOCATION ****
MERCH ID:xxxxxxxxxxxxxxxxx
TERMINAL ID:      tttttttt

PRE-SETTLEMENT   dd/mm/yy

034 CREDIT AMT    $xx.xx
044 DEBIT  AMT    $xx.xx
NET AMOUNT       $xx.xx
099 CASH   AMT    $xx.xx

AMEX CARD
001 CREDIT AMT    $xx.xx
001 DEBIT  AMT    $xx.xx
NET AMOUNT       $xx.xx

DINERS
001 CREDIT AMT    $xx.xx
001 DEBIT  AMT    $xx.xx
NET AMOUNT       $xx.xx

EFT TRANS NBR    ssssss
dd/mm/yy         HH:MM
APPROVED         00
-----
```

Merchant ID of terminal
Terminal ID of terminal

Settlement date.

Pre-settlement total

sssss STAN.
Local transaction time

Settlement Receipt

```
-----
**** STORE NAME ****
**** LOCATION ****
MERCH ID:xxxxxxxxxxxxxxxxx
TERMINAL ID:      tttttttt

SETTLEMENT       dd/mm/yy

ccc CREDIT AMT    $xx.xx
ccc DEBIT  AMT    $xx.xx
NET AMOUNT       $xx.xx
ccc CASH   AMT    $xx.xx

AMEX CARD
ccc CREDIT AMT    $xx.xx
ccc DEBIT  AMT    $xx.xx
NET AMOUNT       $xx.xx

DINERS
ccc CREDIT AMT    $xx.xx
ccc DEBIT  AMT    $xx.xx
NET AMOUNT       $xx.xx

EFT TRANS NBR    ssssss
dd/mm/yy         HH:MM
APPROVED         00
-----
```

Terminal ID of terminal
Settlement date

ccc is the transaction count.

Settlement total.

Bank totals for AMEX

Bank totals for Diners

sssss is the STAN

Shift Totals Receipt

```
-----
**** STORE NAME ****
**** LOCATION ****
MERCH ID: mmmmmmmmmmmmmmmmm
TERMINAL ID:      tttttttttt
-----
dd/mm/yy          HH:MM
***SHIFT TOTALS***

SALES    cccc      $x.xx
REFUNDS  cccc      $x.xx
CASH     cccc      $x.xx
-----
NET TOTAL                $x.xx
-----
```

Merchant ID
Terminal ID.

Local time

12. Receipt Layouts

Logon Receipt

```
-----
**** STORE NAME ****
**** LOCATION ****
LOGON

MERCH ID: mmmmmmmmmmmmmmmmm
TERMINAL ID:      tttttttttt
ACTIVE S/W:        5.09
CPAT VERS:         cccccc
PPID:  pppppppppppppppppp
dd/mm/yy HH:MM    ssssss

APPROVED                00
-----
```

Merchant ID
Terminal ID
PINpad software version
CPAT version
PINpad ID

If a response is received from the host within the allowed communication timeout period, then the date from the host's response message shall be printed, otherwise the terminal's local date shall be printed. ssssss is the System Trace Audit Number

APPROVED - otherwise error lines

Debit Card Receipt

```
-----
**** STORE NAME ****
**** LOCATION ****
MERCH ID:mmmmmmmmmmmmmmmmmm
TERMINAL ID:  tttttttttt
CARD:         cccccc ccc
DEBIT CARD
SAVINGS ACCOUNT
PURCHASE                $p.pp
CASH OUT                 $c.cc
-----
TOTAL      AUD    $ttt.ttt

APPROVED                                00

dd/mm/yy  HH:MM  ssssss
-----
```

Merchant ID

Terminal ID

Card number

Card type

Account type

Transaction type and amount

Cash out (only appears if a cash out amount is present)

ttttttt - Purchase, Refund / \$\$\$\$\$\$.cc - Transaction amount

Total transaction record amount. For a two part transaction, it shall be the sum of both the purchase and cash out amounts.

The “AUD” shall be printed immediately to the left of the most significant digit.

Approved or Declined Text

If a response is received from the host within the allowed communication timeout period, then the date from the host’s response message shall be printed, otherwise the terminal’s local date shall be printed. ssssss is the STAN.

Merchant Receipt for signature

```
-----
*SIGNATURE CONFIRMATION*
**** STORE NAME ****
**** LOCATION ****
MERCH ID:mmmmmmmmmmmmmmmmmm
TERMINAL ID:  tttttttttt
CARD:         cccccc ccc
EXPIRY (MMYY):      MMY
VISA
CREDIT ACCOUNT
PURCHASE                $p.pp
-----
TOTAL      AUD    $t.ttt

SIGNATURE:

APPROVED                                *08

EFB                                X0
dd/mm/yy  HH:MM  ssssss
-----
```

Card number

Expiry date

Card type

Account type

Transaction type and amount

ttttttt - Purchase, Refund / \$\$\$\$\$\$.cc - Transaction amount

Customer to sign here

Approved or Declined Text, * present if approved offline. Present if transaction was approved offline.

If a response is received from the host within the allowed communication timeout period, then the date from the host’s response message shall be printed, otherwise the terminal’s local date shall be printed. ssssss is the STAN.

MOTO PAN Masking Receipt

```

012345678901234567891234
COMMONWEALTH BANK
EFTPOS
RRRRRRRRRRRRRRRRRRRRRR
AAAAAAAAAAAAAAAAAAAA
MULTIPLE MERCHANT NAME
MERCHANT ID: ZSnnnnnn #
TERMINAL: NNNNNNNN
REFERENCE: 999999

*MOTO
MERCHANT COPY

CARD NO:
CCCCCCCCCCCCCCCC<m>
PAN SEQ: 99
EXPIRY DATE: MM/YY
CREDIT
PURCHASE $dddddd.cc
TOTAL AUD $dddddd.cc

DD MMM CCYY HH:MM
KKKKKKKKKKKKKKKKKKKK
AUTH NO.: ANANAN

*MOTO APPROVED 00

```

```

012345678901234567891234
COMMONWEALTH BANK
EFTPOS
RRRRRRRRRRRRRRRRRRRRRR
AAAAAAAAAAAAAAAAAAAA
MULTIPLE MERCHANT NAME
MERCHANT ID: ZSnnnnnn #
TERMINAL: NNNNNNNN
REFERENCE: 999999

*MOTO
CUSTOMER COPY

CARD NO: CCCCCC-CCC<m>
PAN SEQ: 99
EXPIRY DATE: MM/YY
CREDIT
PURCHASE $dddddd.cc
TOTAL AUD $dddddd.cc

DD MMM CCYY HH:MM
KKKKKKKKKKKKKKKKKKKK
AUTH NO.: ANANAN

*MOTO APPROVED 00

ADVERTISING TEXT

```

Notes:

1. As card is manually entered PAN is printed in full on merchant copy.
2. <m> = method of entry suffix - manual
3. MOTO and MOTO Approved RC identified with bold asterisk (*) printed in double font.
4. Multiple Merchant Name maximum of 20 characters.
5. Merchant ID: Z = fixed multi-merchant identifier + S = state code calculated by terminal + 6 digit = assigned by Bank + # = Multi-Merchant ID from "Multiple Merchant Table".
6. When Merchant ID '0' is selected GENERIC ACCOUNT will be printed instead of a Merchant name with Merchant ID: 0.
7. If a negative response is received from Host terminal will print transaction status on transaction record DECLINED RC
8. Although response code "08" is returned in field 39 of 0210 Host response message terminal will print "MOTO APPROVED 00".
9. Card sequence number will be printed where entered at prompt.

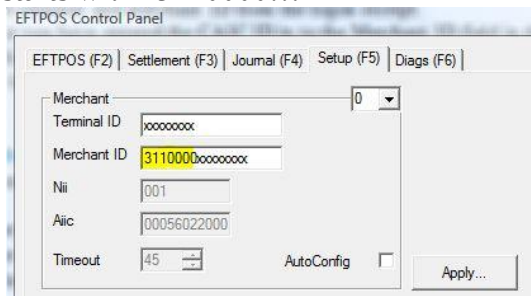
13. Common Installation Errors

Hardware & Cables:

- Ensure all cables are connected correctly as in the hardware installation diagrams
- Ensure the modem and PINpad are receiving power. This is a very common error.

No Response from bank to logon:

- Check the terminal and merchant ID from the logon receipt.
- Make sure you have entered the CAIC ID in to the Merchant ID field in the EFT Client. This number starts with “3110000...”



- Have the bank verify that the terminal ID being used is setup on the bank system.

PINpad Offline:

The most common reason for this error message is that the pin-pad is not connected to the PC correctly.

- Check the power to the pin-pad. The pin-pad should be showing something on its display screen.
- Check the pin-pad is connected to the COM port on the PC
- Check that the PC-EFTPOS Client Settings is configured to use the correct COM port, usually COM1:

Client Offline:

This error means that one of the following has occurred:

- The most common cause of this error on a correctly installed machine is that there is more than one application running that uses our EFTPOS system. Examples are the POS system and our test POS system. There can only be one POS running. Shutdown any other applications that may also use EFTPOS.
- The EFT client is not running (or installed). Check if the client icon (little cents sign) is on the task bar near the clock. (Warning.... Not all POS systems show the task bar). Start client by rebooting POS.

Comms Error:

This error can be caused by a number of issues and is generally caused by a modem connection.

- Check your connection to the bank (P66 or Argent).

If using the internal modem;

- Check the EFT Client settings Host Interface Address reads “NPT”.
- Make sure the terminal is configured to use the internal modem.
- Call PC-EFTPOS to check to see if the TMS settings are correct.

T31:

This error can be caused by a number of issues;

- Check that the Terminal ID and Merchant ID's have been inserted and are correct.
- Check that all connections are correct and cables secure.
- If all looks ok and this is a new installation, call the **CBA Help Desk** on 1800 022 966 and ask for a serial number reset.

POS Can't communicate with PINpad:

- If you are using MYOB, then please call **MYOB help desk** and let them know you have an i5100 or i3070 terminal. Some older versions of MYOB have had problems connecting to i5100 terminals. MYOB should be able to advise you on whether you will need a later version of their software.
- If you had just successfully done a TMS logon, or a bank logon, but POS transaction fails, then check to see that the [Connection Mode](#) (see below) of the pinpad is set to **Dial Up**. If this setting was set to **Leased** instead of **Dial Up** and you are using either the internal modem or a P66, then call the **CBA Help Desk** on 1800 022 966 (you may need to provide a password which is "Integrated") and get them to make sure that the Terminal ID has the Argent Line setting disabled.

Forgotten PINpad password:

If the pinpad has asked for the Manager's password and you do not know what it is

- Try entering six zeros (**000000**), as this is the default manager's password
- If the terminal has come pre-configured from ACG, then they may have changed the password to **121212** or **123456**
- If you enter the password incorrectly 3 times, the pinpad will become locked. You will need to call the **CBA Help Desk** on 1800 022 966 to unlock it for you (PC-EFTPOS are unable to unlock the terminal if you have entered in the password too many times).
- To reset the password you will need to call the **CBA Help Desk** on 1800 022 966 (you may need to provide a password which is "Integrated") to ask them to do this for you (PC-EFTPOS are unable to reset the password).
- The **CBA Helpdesk** will only be able to reset your password for you, if the pinpad has been correctly configured and is logged on to their system.
- If the **CBA Helpdesk** cannot reset the password, you will need to do a [memory reset](#) (Refer section 8.9) on the PINpad. The pinpad will then need to be completely reconfigured, as all settings will be lost.

POS LINK FAILED 005:

Make sure that the **Connection Mode** is set to **Dial Up**

- On the i5100 terminal press **[Func]** and then **[9]**
- Type in your **hidden password***
- Press **[2]** Application Config.
- Press **[1]** EFTPOS.
- Press **[2]** Modem.
- Press **[1]** Connection Mode
- Press **[1]** Dial Up
- Keep pressing **[Clear]** to get back to the main menu
 - **To obtain your hidden password, please call either CBA or PC-EFTPOS and have the last 6 digits of the terminals serial number with you.*

If you are using an Argent line and get this error, you need to make sure the Telstra have configured the correct profile on the Argent, and that you have latest version of EFT Server software installed

Configuration at Telstra

The two CBA profiles currently used (CB96NR and NRING1) have been updated to include support for 5110 and TMS over Argent. All argent installations as of March 08 should have the updated profile loaded.

To correct the problem for installs previous to March 08 a change of profile is required as a cold boot is unable to force profile update due to profile names remaining the same.

E.g. - if Argent had CB96NR, a change to NRING1 is required. If Argent had NRING1, a change to CB96NR is required.

To make this change you need to call the Argent help desk on 1300137100 option 4 and ask them to configure your line to work with the new CBA PC-EFTPOS 5100 pinpads. You will also need to let Telstra know if you will have older PX328/NPT710 pinpads sharing the same Argent line.

You will need to provide your Argent line number. This change usually occurs overnight.

EFT-Server Configuration

You also need to install and reconfigure the latest PC-EFTPOS software on the PC with the Argent line attached. To install the EFT-Server software:

- *Download the latest “PC-EFTPOS Setup” installer.* You can get this from <http://www.pceftpos.com.au/files/releasecd/>
- *Make a record of your current POSAME and COM port.* Open the EFT-Server, go to your lines tab and open the Argent line. The COM port is listed near the top of the page and the POSAME is listed at the bottom of the page.
- *Install the software.* Follow the installation steps and select “EFT-Server” only and configure a single Argent line. Enter your POSAME when prompted. *(If a pinpad is attached to the server, then select “PC EFTPOS Client and Server” option instead of “EFT-Server”)*

NO ATA CARRIER:

The “No ATA Carrier” for Argent means the PC isn’t getting any kind of response back from the argent terminal adaptor.

Usually it means either:

- Power isn’t getting to the ATA
- The ATA is dead
- The PC serial port is dead
- They haven’t got the ATA connected to the PC correctly (i.e. 25-to-9 pin cable)
- The cable has been knocked out.

Physically check the Argent line and cables to make sure it’s all connected correctly.

Also check to see if the Argent Box has a steady red light, or if it’s flashing a number. If it’s anything other than a steady red dot, get **Telstra Argent help desk** to determine what the code means.

It might also be a good idea to get the **Telstra Argent help desk** to confirm that they can test the Argent line from their end successfully.

Also get them to confirm the POSAME (also known as Tran\$end ID or Argent Line ID).

Once you’ve got the POS-AME id off them, check that it’s the same as that entered in the EFT Server

- 1) Double click on the green \$ icon on the task bar to open up the EFT- Server
- 2) Click on the “**Open Control Panel**” button

- 3) Click on the “**Lines**” tab
- 4) You should see under “**Interface Name**” a “<bank> Argent (AABP)” line of type **ARGENT**
- 5) Click on that line to select it
- 6) Click on the “**Properties**” button
- 7) You will see the **POSAME** field – enter in the Id provided by Telstra Argent line help and press OK
- 8) With the ARGENT line still selected, click on the “**Start**” button
- 9) Hopefully the Status will go to “Connected”

If that still doesn't work, run through the config wizard (Windows Start button -> All Programs -> PC EFTPOS -> Config Wizard)

When you run the Detect option in the wizard, check to see if the wizard says that it has found an Argent Terminal Adapter on a COM port (sometimes the detect may incorrectly identify more than one port) and complete the Configuration. Complete the Config Wizard to see if that resolves the problem. If not (and multiple COM ports were detected for Argent), then rerun the config wizard using the other detected ports.

Alternatively you can manually try another port with the following steps

- 1) Double click on the green \$ icon on the task bar to open up the EFT- Server
- 2) Click on the “**Control Panel**” button
- 3) Click on the “**Lines**” tab
- 4) You should see under “**Interface Name**” a “<bank> Argent (AABP)” line of type **ARGENT**
- 5) Click on that line to select it
- 6) Click on the “**Properties**” button
- 7) You will see the “**Port**” field – click in the field and select a different COM port
- 8) Not all COM ports may be displayed, but you should be able to get to them by using the up and down arrow keys on the keyboard when in the field. Then press OK
- 9) With the ARGENT line still selected, click on the “**Start**” button
- 10) If the correct **COM** port is selected and **POSAME** is correct it should go to “**Connected**” status

14. Who to Contact for Help

For a financial Transaction enquiry:
Commonwealth Bank Help Desk
1800 230 177

For hardware and software assistance:
Your POS vendor

Credit Card Authorisations
Visa MasterCard 1800 999205
Amex & JCB 1300 363 614
Diners 1800 331 112

For assistance with Argent:
Telstra Argent Help Desk
1300 137 100 option 4

PC-EFTPOS
(02) 9998 9800
Monday to Friday 9am to 5pm
Email: support@pceftpos.com.au
Web: www.pceftpos.com.au
The web site contains full installation diagrams and instructions.